Improving Fault Repairing Service in Hyderabad

4132. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Fault Repair Service of Hyderabad is below expected standards;

(b) the steps the Hyderabad Telecom taking to improve fault repair service;

(c) whether it is a fact that complaints are computerised;

(d) the manner in which the response system to complaints operate; and

(e) the average time it takes for a complaint to be attended in Hyderabad?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) No, Sir. The fault repair service at Hyderabad is working satisfactorily in each exchange. Adequate numbers of circuits have been provided to handle the complaints smoothly.

(b) and (c) For improving the Fault Repair Services further, computerisation of these services has been started. So far in 13 exchanges out of 59 exchanges the fault repair service has already been computerised.

(d) The complaints are booked on '198' service, these are tested immediately after booking and then the complaints are made over to out door staff for rectification of the fault.

(e) On an average, 69% of the faults are attended within one day, 18% within two days and remaining 13% within seven days.

Speed Post in Rajasthan and Madhya Pradesh

4133. SHRI SHIV CHARAN SINGH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there are any Express Mail Service (Speed Post) centres in the Rajasthan and Madhya Pradesh;

(b) if so, the details thereof;

(c) whether there is any proposal to set-up more centres;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) and (b) Yes, Sir, there are 3 National Speed Post Centres in Rajasthan and 4 Centres in Madhya Pradesh. Details of Point to Point Speed Post Centres in Rajasthan and Madhya Pradesh are at Statement (*See* below)

(c) No Sir, at present there is no proposal to set up more centres;

(d) In view of (c) above, does not arise.

(e) Setting up of more Speed Post Centres is an ongoing process and the service is provided keeping in view the commercial viability and operational feasibility of the service at a particular centre.

Statement

Details of Speed Post Centres in Madhya Pradesh and Rajasthan

1. Rajasthan	(i) *National Network* Jaipur, Jodhpur and Udaipur (ii) *Point to Point Service* Ajmer, Alwar, Beawar, Bharatpur, Bikaner, Jaisalmer, Kota, Mount Abu, Pali, Pilani and Srinagar.